

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Via Teleconference
Wednesday, September 9, 2020
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, September 09, 2020 at 1:00pm via conference call.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Bruce Fisher
Ken Moore, CHEER
Jim Shiber, DVI
Kathleen McCool, Co-chair
Melissa Martin

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager
Sara Fuller, Marketing
Belinda Strickland, Civil Rights Specialist
Shannon Lugo, Civil Rights Specialist
Rhonda Perry, Sr. Financial Support Manager
Steve Ottinger, Planning
William Lawless, Reservationist Supervisor
Margaret Webb, Paratransit Director
Jesus Negrón, Eligibility Supervisor
John Sisson, CEO
Paul Kulesza, Fixed Route Director
Kevin Reagan, Deputy Chief Human Resources

Guest:

None

Members Absent:

Amanda Lord
Catrina Gosine

Call to Order

Blake Roberts, Chair, called meeting to order. July meeting minutes were approved via email.

Round Table Introductions

Update on COVID and Ridership- John Sisson, CEO

Since the pandemic Fixed Route ridership has dropped down 50%, Paratransit 35% and SEPTA 75%. Before COVID there were 143,000 Fixed Route riders now down to 84,466. Paratransit in March 2019 19,112 this year March 2020 down 7,700.

Cleaning and mask requirement until the Governor moves the state to phase III plan.

DTC has also, suspended partnerships with agencies such as Easter Seals and MMC.

60 million used to offset loss of revenue and cleaning. Reduce subsidy from DeIDOT. DTC has not laid off any workers nor have we cut service. In October Fixed Route service will be expanded in New Castle County on the weekend. Some of the routes are Routes 2, 6, 5, 13 and 40. DTC has been awarded two grants, 2.5 million will be used to install solar panels at the parking lot in Dover which will help save energy and keep snow off buses. AIM grant from FTA will be used in Georgetown \$317,692 to start Mobility On Demand. DTC will work with Veya which will allow any type vehicle that can get into the system to be used to transport riders. This should be out for service in the spring or summer next year. Delaware was one of 33 states to get a proposal. On November 9, 2020 DART will start the annual Stuff the Bus drive.

Prepay Program Update- Lori Yeager, Paratransit Support Service Manager

The testing will start soon to see how the program is going to work. There will be 6 to 7 participants. Riders will have to call and pay with their cards. The funds will be placed on their account and funds will be deducted when the trip is booked.

Website Accessibility for Visually Impaired- Sara Fuller, Marketing

Marketing Department will continually look for tools and technology to make everything accessible to the consumer by looking into the features found not only embedded with the web technology which makes it easier for those with screen readers, and being cognizant of creating accessible materials, whether as PDF files, videos or accessible schedules. More videos are being done and with more descriptive audio in combination with closed captioning, which can assist those with low vision, as well as sharing the accessible formats outside of the website on DTC's socials and other electronic sources which persons with disabilities that are not just related to vision impairments. Marketing will assist EDTAC with ideas to help with recruitment of new members.

On Time Performance- Margaret Webb, Paratransit Director Paratransit

(Data forwarded to members)

2020 OTP Data

January NCC- 46, 975- 85% on time KC- 15,229- 91% on time SC- 17,145- 87%

February NCC- 45, 123- 84% on time KC- 14, 603- 91% on time SC- 16,106- 88%

March NCC- 29,437- 87% on time KC- 10,492- 92% on time SC- 10,649- 88%

April NCC- 9,015- 93% on time KC- 4,206- 95% on time SC- 3,131- 93%

May NCC- 9,949- 87% on time KC- 4,639- 96% on time SC- 3,582- 95%

June NCC- 12,186- 95% on time KC-5,702- 96% on time SC- 4,966- 93%

July NCC- 14,463- 93% on time KC- 6,519 on time SC- 5,703- 92%

On Time Performance- Paul Kulesza, Fixed Route Director

(Data forwarded to members)

July 2020 FY 2021. The combined on-time performance average for **July 2020 FY 2021 was 77%**

New Castle County Fixed Route was **75%**

New Castle County Contract Services was **95%**

Kent County Fixed Route was **86%**

Sussex County Contract Services was **77%**

Septa was **76%**

Resorts was **82%**

August 2020 FY 2021. The combined on-time performance average for **August 2020 FY 2021 was 77%**

New Castle County Fixed Route was **74%**

New Castle County Contract Services was **95%**

Kent County Fixed Route was **85%**

Sussex County Contract Services was **75%**

Septa was **81%**

Resorts was **80%**

Updates from DTC:

- Steve Ottinger, Planning
Outdoor Community Conversations for Fixed Route. Topics of conversation will include October 25, 2020 service change improved weekend bus service in New Castle County. February 2021 service change coinciding with I-95 construction and February 2021 fare updates.
- Marcella Brainard, Mobility Manager
The Trip Subsidy Program Partners (Easter Seals, Modern Maturity Center, CHEER) shut down operations due to COVID this past spring. Although some non-profit agencies are opening at a reduced capacity, they are providing limited transportation. Therefore, DTC has provided 30-days Notification of Termination of Services to each of the partners. All partnerships/contracts will resume as the virus allows for transportation for this vulnerable population.

Open Forum

Adjourn

Next meeting Scheduled for November 18, 2020